

The Role of the Structural Pest Control Board Specialist



- It's a Dirty job, but someone has to do it!

Structural Pest Control Board

- Prior CAC/SPCB enforcement training.

Complaint Form

- Anyone can file a complaint.
- Most complaints involve real estate.
- Board receives complaint form.
- Is it within Board's jurisdiction.
- Is it within Statute of Limitations.
- Should it be referred to other agencies?

Consumer Service Representative

- Reviews the complaint.
- Notifies Licensee in writing.
- Attempts resolution or mediation.
- Licensee's response is sent to complainant.
- If resolved...case closed.
- If NOT...Referred to Board Specialist.

Board Specialist

- Receives case file.
- On-site inspection of property.
- Determine violation(s) of law.
- SPCB, DPR, Local building codes, etc.
- Interviews complainants, other licensees, home inspectors, real estate agents and other agencies to discover the facts.

Specialist's Role

- Specialists need to "RACE" to get cases completed within the Statute of Limitation.
- Generally, only one year after Board receives complaint.

Board Specialist

- Specialist prepares an investigation report for the Board's determination and can recommend additional enforcement action.
- In all matters, Board keeps record of complaints and violations for consumer protection.
- Consumers can request complaint history of company and/or licensee or view online.

Board Specialist

- **LEVELS OF ENFORCEMENT:**
- Warning Letter.
- Citation without civil penalty.
- Citation with civil penalty. (Cite & Fine)
- Disciplinary action.

Board Specialist

- **DISCIPLINARY ACTION:**
- Investigation report and all evidence transmitted to Attorney General's Office.
- Preparation of Accusation.
- Possible Stipulation/Settlement.
- Hearing with Administrative Law Judge.

Board Specialist

- **DISCIPLINARY ACTION:**
- Proof = Clear and Convincing Evidence.
- Specialist is the Expert Witness.
- Testimony (oral and written) is admitted into evidence.

Board Specialist

- **DISCIPLINARY ACTION:**
- ALJ makes proposed decision.
- Board Accepts or Requests Transcripts.
- Subject may appeal to Superior Court.

Board Specialist

- **DECISION AND ORDER:**
- Decision includes "down time".
- Respondent can request civil penalty.
- Pays all investigation, AG's and court costs.
- Probation - Standard 3 years.
- Quarterly reports and inspections.
- Posting of the Suspension Sign.

Board Specialists Other types of Investigations

- Probation inspections for all Branches.
- Referrals from CAC.
- Fraud, deaths or serious injuries forwarded for immediate investigation.
- Unlicensed Activity.
- SPCB's own motion.

Structural Pest Control Board

- Probation checks.
- Keep a close eye on the bad guys.

Board Specialist

• **OTHER DUTIES:**

- Continuing Education Course audits.
- Serve on Board appointed committees.
- Enlisted in exam writing workshops.
(All branches and classifications)
- Perform Office Record Inspections.

STRUCTURAL PEST CONTROL COMPLIANCE INSPECTION		PR/BR No:	
Form Name:		Telephone:	
Licensee:		License No:	
Location of Inspection:		Page: 1 of	
COMPLIANCE INSPECTION INFORMATION		TERMS	
Y E N / S O A		Y E N / S O A	
GENERAL REQUIREMENTS SECTION 1. DPR LIC / CO. REG. DISPLAYED 8612 2. BRANCH 1 / BRANCH 2 / BRANCH 3 8506 3. BRANCH OFFICE REGISTRATION 8611 4. MINIMUM INSURANCE 9592 5. IN LIEU OF INSURANCE 8693 6. INDEMNITY BOND 8697 7. RESTORATION BOND 8697.3 8. PROPERLY MAINTAINED RECORDS 8652 9. SUPERVISION OF EMPLOYEES 861011 10. FIELD REPS. / APPLICATOR LICENSES 8564.5 11. COUNTY NOTIFIED - PESTICIDES 8647 12. COUNTY MONTHLY USE REPORTS 8505.17 13. ADVERTISEMENT 1999.5 14. OTHER:		BRANCH 1 REQUIREMENTS SECTION 31. INSPECTION RPT. FINDINGS 1990 32. INSPECTION RPT. RECOMMENDS. 1991 33. SECONDARY RECOMMENDS. 1992 34. SUPPLEMENTAL REPORTS 1993 35. LIMITED REPORTS 1993 36. REINSPECTION REPORTS 1993 37. REPORTS FILED WITH BOARD 8516 38. MECHANIC'S LIEN STATEMENT 1937.16 39. PESTICIDE DISCLOSURE 8538 40. SUBCONTRACTING AGREEMENTS 8514 41. CERTIFICATION STATEMENTS 8519 42. NOTICE OF COMPLETIONS 8518 43. SECTION 17.2 - SEPARATED RPTS. 8516(13) 44. CONTROL SERVICE CONTRACTS 8516(g) 45. ROOF DISCLOSURES 8516(h) 46. REINSPECTION DISCLOSURES 8516(12) 47. OCCUPANT'S FUMIGATION NOTICE 1970.4 48. CORROSY ELEMENT DISCLOSURE 1970.5 49. SECOND OPINION DISCLOSURE 8516(13) 50. SUBCONTRACT COST DISCLOSURES 8514.5 51. OTHER:	
PESTICIDE STORAGE AREA SECTION 15. PROPERLY STORED AND LOCKED 8647 16. STORAGE AREA POSTED 8647 17. PROPER LABELS 8647 18. SERVICE CONTAINERS LABELED 8647 19. PROPER CONTAINERS 8647 20. CONTAINERS PROPERLY RINSED 8647 21. OTHER:		BRANCH 2 REQUIREMENTS SECTION 52. OTHER:	
BRANCH 1 REQUIREMENTS SECTION 22. FUMIGATION LOGS 1970(a) 23. OCCUPANT'S FUMIGATION NOTICE 1970.4 24. CERTIFICATIONS TO BR 3/CONSUMER 8519.5 25. SUBCONTRACT AGREEMENTS 8514 26. PESTICIDE DISCLOSURE 8538 27. MECHANIC'S LIEN STATEMENT 1937.16 28. CORROSY ELEMENT DISCLOSURE 1970.5 29. OTHER:		BRANCH 2 REQUIREMENTS SECTION 53. PESTICIDE AND AMOUNT USED 1970(b) 54. DATE OF TREATMENT 1970(c) 55. NAME AND ADDRESS OF OWNER 1970(b) 56. DESCRIPTION OF AREAS TREATED 1970(b) 57. TARGET PEST (S) 1970(b) 58. IDENTITY OF APPLICATOR 1970(b) 59. OTHER:	
30. OTHER		60. OTHER	
31. OTHER		61. OTHER	
REMARKS: (Include description of noncompliance)			

Structural Pest Control Board

- Unannounced office records check. Chemical accessible to unauthorized persons.

Structural Pest Control Board



- Storage boxes unlocked and unattended. Variety of chemicals, aerosols and baits.

Structural Pest Control Board



- Poor Workmanship

Structural Pest Control Board



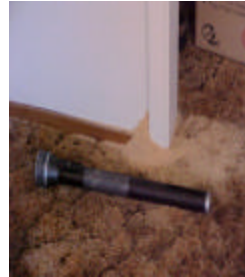
- Fungus damage under bathroom shower and surrounding areas.
- New framing installed, however, did not remove all damage

Structural Pest Control Board



- These are carpenter ants which attacked Specialist Dennis Ohlsson and myself. It took hours to pick em off!

Structural Pest Control Board



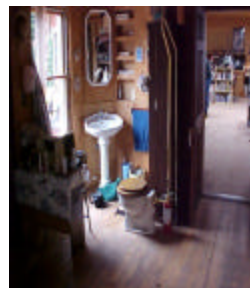
- Frass from Carpenter Ants.
- Satellite colonies in attic, 2nd story exterior and interior walls.

Structural Pest Control Board



- Inaccessible areas, rubble and earth filled-porch. Condition is likely to lead to infestations and infections.

Structural Pest Control Board



- This is a bathroom without any walls. You can sit and watch nature..... when nature calls!

Structural Pest Control Board



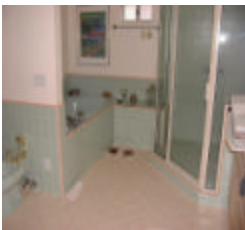
- Evidence of drywood termite activity.

Structural Pest Control Board



- Poria Incrassata
- Repair Recs.
- Search & destroy rhizomorphs; Break earth to wood contacts; Correct faulty grades; Use pressure treated wood; remove all infected wood.

Structural Pest Control Board



- Nice Bathroom

Structural Pest Control Board



- Nice Bathroom?

Thank you